



FEMA

POSITION TASK BOOK FOR THE POSITION OF

National Qualification System
SHELTER FACILITIES SUPPORT TEAM LEADER
(TYPE 3)

SHELTER FACILITIES SUPPORT TEAM LEADER (TYPE 3)

1. Competency: Communicate effectively

Description: Use suitable communication techniques to share relevant information with appropriate personnel on a timely basis to accomplish objectives in a potentially rapidly changing environment

1a. Behavior: Ensure documentation is complete and disposition is appropriate

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
1. Ensure incident documentation and administrative requirements are complete, according to the supervisor's direction: <ul style="list-style-type: none"> • Submit incident narrative to supervisor • Complete and submit activity log to Documentation Unit or appropriate personnel for each operational period • Ensure all personnel and equipment time records are complete and submitted at the end of each operational period 	E, F, I		
2. Ensure that a system is in place to track all expenses and financial commitments.	E, F, I		
3. Ensure the protection of Personally Identifiable Information (PII).	E, F, I		
4. Establish and implement systems to track donated materials and services to ensure accountability: <ul style="list-style-type: none"> • Support future recognition of donors • Document donor's point of contact (POC) information • Document size, amount, location, type, date, and of donation time. 	E, F, I		
5. Identify and document equipment loaned or rented to the shelter.	E, F, I		
6. Maintain an inventory of all shelter supplies and equipment, including donated items.	E, F, I		
7. Track expenditures of all supplies and equipment.	E, F, I		

1b. Behavior: Develop and implement plans

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
8. Participate in the preparation of other relevant plans for the team: <ul style="list-style-type: none"> • Shelter support plan • Demobilization plan • Evacuation plan • Continuity of Operations (COOP) plan 	E, F, I		

2. Competency: Ensure completion of assigned actions to meet identified objectives

Description: Identify, analyze, and apply relevant situational information and evaluate actions to complete assignments safely and meet identified objectives. Complete actions within established time frame.

2a. Behavior: Execute assigned tasks, assess progress, and make necessary adjustments

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
9. Arrange for regular cleaning of the shelter, including food preparation areas, feeding areas, dormitories, common areas, restrooms, and showers	E, F, I		
10. Complete a preoccupancy inspection with facility representative.	E, F, I		
11. Coordinate with the Shelter Manager to identify accessible areas for: <ul style="list-style-type: none"> • Reception • Registration • Health and mental health services • Dormitory • Cafeteria • Child care • Recreation • Restrooms, bathrooms, shower facilities (resident and staff use) • Shelter Manager's office • Storage area for supplies • Other areas as necessary 	E, F, I		
12. Determine purchasing procedures with Shelter Manager and Logistics Unit.	E, F, I		
13. Ensure a process is in place to procure food, working with the Shelter Manager and Feeding Team Leader.	E, F, I		
14. Ensure facility complies with applicable Americans with Disabilities Act (ADA) regulations and accessibility guidelines.	E, F, I		
15. Ensure security inside and outside the facility	E, F, I		
16. Ensure that adequate numbers of toilets, showers handwashing stations, and hygiene facilities are available in the shelter, including accessible units.	E, F, I		
17. Ensure that laundry facilities are available.	E, F, I		
18. Ensure that regular trash removal and recycling services are in place	E, F, I		
19. Ensure that the team promptly processes invoices for payment.	E, F, I		
20. Establish procedures for controlling traffic and parking: <ul style="list-style-type: none"> • Ensure accessible parking and entryway 	E, F, I		
21. Order additional supplies.	E, F, I		
22. Order necessary materials, supplies, and equipment to ensure proper sanitation and personal hygiene.	E, F, I		
23. Order necessary materials, supplies, and equipment to ensure support for residents with AFN.	E, F, I		

24. Prioritize work, while taking into account immediate support for the Shelter Manager and other Shelter Management Team leaders.	E, F, I		
25. Secure equipment, supplies and materials belonging to the facility not available for use by the shelter	E, F, I		

2b. Behavior: Plan for demobilization and ensure staff follow procedures

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
26. Coordinate with the AHJ to conduct a final inspection and return the facility to routine use: <ul style="list-style-type: none"> Note any missing items or damaged portions of the facility, grounds, and parking lot 	E, F, I		
27. Ensure facility is clean and returned to preoccupancy condition; coordinate with Logistics Unit if additional costs are involved.	E, F, I		
28. Ensure the team provides all vendors and suppliers with final payment instructions, according to the Authority Having Jurisdiction's (AHJ) established system.	E, F, I		
29. Help develop, approve, and implement demobilization plan: <ul style="list-style-type: none"> Coordinate with supervisor during development and implementation Coordinate with appropriate partners regarding demobilization procedures Coordinate team needs and responsibilities Coordinate with supervisor for transfer or release of staff Provide information to supervisor to assist with decisions on release priorities 	E, F, I		
30. Return all other supplies and equipment to their owners or the central storage facility; give the Shelter Manager and Logistics Unit a list of items returned.	E, F, I		
31. Return all rented or borrowed equipment and provide receipts to Shelter Manager and Logistics Unit.	E, F, I		
32. Verify inventory of facility equipment, supplies, and materials and determine reimbursement eligibility for any items used, damaged, or destroyed.	E, F, I		

3. Competency: Lead assigned personnel

Description: Influence, lead, and direct assigned personnel to accomplish objectives and desired outcomes in a potentially rapidly changing environment.

3a. Behavior: Identify opportunities and meet requirements to provide equal access and reasonable accommodation in all activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
33. Demonstrate knowledge and use of inclusive, person-first language	E, F, I		
34. Demonstrate the ability to assess and monitor for physical access, programmatic access, and effective communications access	E, F, I		
35. Demonstrate the ability to identify opportunities for universal accessibility.	E, F, I		
36. Ensure shelter facility can accommodate persons with AFN: • Obtain resource requests from shelter management team	E, F, I		
37. Promote a work environment that provides mutual respect and equal opportunity for all.	E, F, I		
38. Refer equal access, disability accommodations requirements, and access and functional needs (AFN) accommodations to appropriate personnel for resolution	E, F, I		

4. Competency: Competency: Assume position responsibilities

Description: Successfully assume the role of Shelter Facilities Support Team Leader and initiate position activities at the appropriate time according to the following behaviors.

4a. Behavior: Successfully assume the role of Shelter Facilities Support Team Leader and initiate position activities

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
39. Relay, support, and maintain operational rhythm: <ul style="list-style-type: none"> • Assist in preparation of a shelter support plan, gathering information from all appropriate shelter personnel to determine support needs • Complete situation reports for the team related to the current operational phase 	E, F, I		

4b. Behavior: Gather, update, and apply situational information relevant to the assignment

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE
40. Collect information from outgoing Shelter Facilities Support Team Leader or other personnel responsible for the team: <ul style="list-style-type: none"> • Information on incident relevant to the team's support activities • Information on the organizational structure 	E, F, I		
41. Receive initial briefing from supervisor—one-on-one or in team meetings: <ul style="list-style-type: none"> • Incident priorities, goals, and objectives • Initial instructions concerning team priorities • Expected time frames for briefings, planning meetings, and team meetings • Any limitations and constraints that affect operations and strategies • Review: <ul style="list-style-type: none"> ○ Incident plans ○ Shelter plan ○ Current national situation ○ Assigned resources and their status ○ Facility for shelter, including surrounding grounds and parking lot ○ Established and operating facilities ○ Anticipated incident duration, size, and type ○ Team responsibilities and expectations • Tour shelter facility, if already open 			

4c. Behavior: Establish effective relationships with relevant personnel

TASK	CODE	EVALUATION RECORD #	EVALUATOR INITIALS AND DATE

42. Establish and maintain positive interpersonal and interagency working relationships: <ul style="list-style-type: none">● Outgoing incident staff or Shelter Management Team● Local agencies● Hosting shelter● Policy group● Public● Supporting agencies● Vendors	E, F, I		
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